PROBLEMS WITH THE GAME?

BEFORE YOU REACH FOR THE PHONE READ THIS!

If you are having a problem installing or playing the game, we want to help. First, please make sure you have read the installation instructions thoroughly. If you have followed the directions in the documentation, and are still having trouble installing or operating the software, below are some hints that might help solve the problem.

NOTE: Before attempting any of the following suggestions, please make sure you are familiar with the DOS commands being used. Consult your DOS manual for more information.

Creating a Boot Disk for Magic Carpet

If you are having trouble installing or running this software, experiencing lockups, or other problems, we suggest you try starting up your system with a DOS boot disk. This will ensure that you have the required amount of memory available and creates the system environment in which the game was designed to run.

Here are the steps for creating a DOS boot disk. Please follow these exactly.

IMPORTANT: To create a DOS boot disk you need a blank disk the same size as your A: drive.

1. Type **C:** and press **Enter**
2. Insert a blank disk into drive A:.
3. Type **FORMAT A:/S** and press **Enter**
4. You are prompted to insert a blank disk into drive A:. DO so if you haven't already, and press **Enter**.
5. Once the disk has finished being formatted, you are asked to label (name) the disk. Type in a label or press **Enter** for no label.
6. You are now asked whether you wish to format another disk. Type **N** and press **Enter**.
7. You must now create a config.sys file on your boot disk by typing the following at the C: prompt:

EDIT A:\CONFIG.SYS and press **Enter**

When the blue edit screen appears, type in:

DEVICE=C:\DOS\HIMEM.SYS
DOS=HIGH
FILES=50
BUFFERS=30
DEVICE=C:(PATH TO YOUR CD-ROM DEVICE DRIVER)

Add your cd-rom device driver to the previous line just as it appears in the config.sys file on the root directory of your hard-drive. To view this file type the following from the Dos prompt;

TYPE C:\CONFIG.SYS and press **ENTER**.

When the file is displayed, look for the line that relates to your CD-Rom drive, and write it down on a piece of paper. For example, the usual line for a Panasonic CD-drive connected to a SoundBlaster 16 would be;
device=c:\sb16\drv\sbcd.sys /d:mscd001 /p:220

8. Exit and save this file by pressing
ALT-F
X
Y
9. You will also need an AUTOEXEC.BAT file on your boot disk. To create one, type:
EDIT A:\AUTOEXEC.BAT and press **Enter**.

When the new screen appears, type:
PROMPT PG
PATH=C:\DOS
C:\(path)**\MSCDEX** (all parameters as they appear in the AUTOEXEC.BAT) on drive c:

Add your MSCDEX to the previous line just as it appears in the autoexec.bat file on the root directory of your hard-drive. To view this file type the following from the Dos prompt;

TYPE C:\AUTOEXEC.BAT and press **Enter.**

When the file is displayed, look for the line that contains MSCDEX, and write it down on a piece of paper. For example, the usual line for a Panasonic CD-drive connected to a SoundBlaster 16 would be;
device=c:\dos\MSCDEX /d:mscd001 /v /m:15

NOTE: If your system has MS-DOS version 6.2 or higher, you can use the Smartdrive disk caching program to increase the performance of your CD drive, and help Magic Carpet run as smoothly as possible. Add the following line *under* the MSCDEX line in the AUTOEXEC.BAT.

C:\DOS\SMARTDRV.EXE 2048
10. Exit and save this file by pressing:
ALT-F
X
Y

IMPORTANT: Remember to boot your PC from the DOS boot disk whenever you install the game, and every time you play Magic Carpet (*see below*).

TO START YOUR MACHINE USING THE DOS BOOT DISK:
1. Insert the DOS boot disk into drive A: then restart your machine. The computer boots up to the A:> prompt.
2. Type **C:** and press **Enter** to return to your hard drive.
For more information consult your DOS users manual.

Video Card Compatibility (16 MB of RAM only)

Magic Carpet's high resolution graphics require both a VESA compatible SVGA video card and VESA Super VGA BIOS Extension installed before you start the game. VESA stands for Video Electronics Standards Association. This standard allows the graphics to be displayed on any video card that is VESA compatible without the need for the game's programmers to know precisely how each individual card works.

If when attempting to run the game in high-res mode you get either a blank screen or garbled graphics, your video card probably needs a VESA driver loaded prior to playing. Consult the documentation and software that came with your video card on the loading of the driver, or contact your video card manufacturer.

Technical Support

If you have questions about the program, our Technical Support Department can help. If your question isn't urgent, please write to us at:

Electronic Arts Technical Support, P.O. Box 7578, San Mateo, CA 94403-7578

Please be sure to include the following information in your letter:

- Product name
- Type of computer you own
- Amount of and configuration of memory.
- Any additional system information (like type and make of monitor, video card, printer, modem etc.)
- Type of operating system or DOS version number
- Description of the problem you're having

If you need to talk to someone immediately, call us at (415) 572-ARTS Monday through Friday between 8:30 am and 4:30 pm, Pacific Time. Please have the above information ready when you call. This will help us answer your question in the shortest possible time.

If you live outside of the United States, you can contact one of our other offices.

In the United Kingdom, contact: Electronic Arts Ltd., P.O. Box 835, Slough SL3 8XU, UK., Phone (753) 546465.

In Australia and New Zealand, contact: Electronic Arts Pty. Ltd., P.O. Box 432, Southport Qld 4215, Australia.

Within Australia call: Phone: (075) 711 811
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EA-746370A